

**Unauthorized
Service Provider
Change
Notification**

When notified that a customer has been switched to a new local service provider without authorization, BellSouth will return the customer to the desired local service provider. The 'from' (unauthorized) local service provider will be billed for the unrequested change. A notification letter (following page) will be mailed to the unauthorized CLEC.

UNAUTHORIZED CHANGE NOTIFICATION

SAMPLE LETTER

Notice To: CLEC Name
CLEC Address

Date: _____

We have received notification that the telephone account (NPA-NXX-XXXX) for (Customer Name) was transferred to you in error. Consequently, effective on (due date of service order), the account for this customer has been re-established with the desired service provider.

Calling Card

If an end user switches from BellSouth to a CLEC, existing line based calling cards will be disabled/discontinued. End users may order new BellSouth Calling Cards through the CLEC. The new card will be issued to the CLEC in the CLEC's name not in the name of the end user. The CLEC will distribute calling cards as appropriate.

LIDB

Without specific contracts between a CLEC and BellSouth, telephone numbers assigned by BellSouth for CLEC end users will not be entered into BellSouth's LIDB (Line Information DataBase). The absence from LIDB may prevent receipt of collect and third number toll calls.

However, there is no guarantee of blocking because some toll providers will pass toll calls even though the telephone number is not found in LIDB. If the CLEC wants to ensure that collect and third number tolls will be either processed or blocked, the CLEC should execute a LIDB storage agreement with BellSouth, which will enable BellSouth to place the appropriate blocking entries therein. There is no charge for the LIDB storage agreement.

CLECs should contact their BellSouth account team for additional information concerning a LIDB storage agreement.

DIRECTORY

Directory Contacts

The BellSouth Advertising & Publishing Corporation (BAPCO) liaison for all CLEC issues and questions including all BAPCO contracts and directory delivery is:

	Office Number	Fax Number
Rook Baretto	404-982-7105	404-982-6907

Mailing Address: Director - LEC Interface
 Room 270
 59 Executive Park South
 Atlanta, Georgia 30329

BAPCO Directory Customer Guide Listing Information

On the following page is a form which should be completed and mailed to the address shown if the CLEC desires to have their company information included in the Customer Guide Pages for the BellSouth printed directories.

**Competitive Local Exchange Carrier
Information for BellSouth Advertising & Publishing Corp. (BAPCO)
Customer Guide Pages**

CLEC Information

CLEC Name as it Should Appear in Customer Guide Pages: _____

Directory Name to contain CLEC Information: _____

CLEC Contact Coordinating General Customer Guide Pages: _____

Telephone Number: _____ Fax Number: _____

General Customer Guide Pages Listing Information**CLEC Service Numbers**

Establishing or Changing Service	Residential Service	()- -
	Business Service	()- -
Repair Service	Residential Service	()- -
	Business Service	()- -
Billing Information	Residential Service	()- -
	Business Service	()- -

CLEC Specific Customer Guide Pages PurchasedNumber of CLEC Specific Customer Guide Pages Purchased: ☐0 ☐2 ☐4 ☐6

CLEC Specific Pages Contact Person, if Different from Above:

Name: _____ Telephone Number: ()- -

Enclosures Refer to Customer Guide Information and Specifications for Required Information & Media.
(Please check appropriate boxes.)

☐ Diskette☐ Camera Ready Logo**BAPCO Mailing Address for Customer Guide Information**

Rook Barretto
Director - LEC Interface
59 Executive Park South
Room 270
Atlanta, Georgia 30329

Telephone: 404-982-7105
Facsimile: 404-982-6907

Toll Call Investigation

**Contact Number
for Customer
Name and Address
Information**

BellSouth will provide Customer Name and Address (CNA) information to aid CLECs in the investigation of toll calls placed by CLEC end users to BellSouth end users. An investigation is necessary when toll charges are denied/questioned by the end user.

When the Master Account Application is processed a special telephone number and unique access code will be assigned to the CLEC to utilize the service. The telephone number and access code assigned will be provided through the mail. (See sample letter on following page.)

The form included in the section "Telephone Number for Misdirected CLEC Calls" should be used to provide the number which BellSouth should use in the investigation of toll calls placed by BellSouth end users to CLEC end users

Date: _____

To: _____

From: BellSouth Local Carrier Service Center

Re: Toll Call Investigations

When it is necessary to secure information concerning a BellSouth telephone number for the purpose of authorizing or billing a call, BellSouth will assist by providing Customer Name and Address Information (CNA). This service is provided free of charge as a part of a reciprocal agreement. When appropriate, BellSouth will receive similar assistance from your company.

CNA assistance may be obtained as follows:

1. Dial the number shown below.
2. When the attendant answers, provide your company access code.
3. After acknowledgment, provide the 10 digit BellSouth number in question from your end user billing record.
4. The BellSouth attendant will provide the listed name, city and state for the telephone number. They will not have any additional information.

If the name and address associated with the telephone number is restricted due to the request of the end user, legal authority or law enforcement, no information will be provided.

5. Only two requests for listing information may be made on each call.

Following is the telephone number and access code which has been assigned to your company: *

CNA Access Telephone Number: _____

CLEC Access Code: _____

*** THIS TELEPHONE NUMBER AND ACCESS CODE ARE FOR THE SOLE PURPOSE DESCRIBED ABOVE AND ONLY FOR THE COMPANY DESIGNATED IN THIS LETTER. ANY OTHER USE IS STRICTLY PROHIBITED.**

ACCESS TO POLES, DUCTS, CONDUIT AND RIGHT OF WAY INFORMATION PACKAGE

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Access to Poles, Ducts, Conduit and Right of Way Information Package

Service Description

Basic Service Offering

Under the requirements of the Telecommunications Act, section 251(b)(4), BellSouth will grant to competing telecommunications service providers the authority to attach facilities to BellSouth owned or controlled poles or to place facilities within BellSouth owned or controlled conduits, ducts or rights-of-way. BellSouth will provide the requesting CLEC with equal and nondiscriminatory access to pole space, conduits, ducts, and rights-of-way on terms and conditions equal to those provided by BellSouth to itself or to any other telecommunications service provider. Authority will be granted by individual licenses under terms specified in BellSouth's Pole, Conduit, and Right of Way Agreement.

Access will be assigned on a first come, first served basis. If BellSouth determines that the pole, conduit or duct space specifically requested by the CLEC is not available, BellSouth will designate alternative duct(s) to be occupied, as well as the location and manner in which the CLEC's facilities will enter and exit BellSouth's conduit system and the specific location and manner of installation for any associated equipment which is permitted by BellSouth to occupy the conduit system.

BellSouth will not withhold or delay assignment of facilities to a CLEC because of the potential or forecasted needs of itself or other parties. To ensure the judicious use of poles and conduits, space "assigned" to a telecommunications service provider must be physically occupied by the service provider, be it BellSouth or a new entrant, within twelve (12) months of the space being "assigned".

Where BellSouth has any ownership or rights-of-way to buildings or building complexes, or within buildings or building complexes, BellSouth will offer to CLEC through a license or other attachment the right to use any available space owned or controlled by BellSouth in the building or building complex to install CLEC equipment and facilities as well as ingress and egress to such space.

Service Description (continued)**Definitions**

When negotiating access to poles, conduit, ducts or rights of way, the following will be helpful in understanding the terms and components.

Anchor - The term "anchor" refers to a device, structure, or assembly which stabilizes a pole and holds it in place. An anchor assembly may consist of a rod and fixed object or plate, typically embedded in the ground, which is attached to a guy strand or guy wire, which, in turn, is attached to the pole. The term "anchor" does not include the guy strand which connects the anchor to the pole and includes only those anchors which are owned by BellSouth, as distinguished from anchors which are owned and controlled by other persons or entities.

Anchor/Guy Strand - The term "anchor/guy strand" refers to supporting wires, typically stranded together, or other devices attached to a pole and connecting that pole to an anchor or to another pole for the purpose of increasing pole stability. The term "anchor/guy strand" includes, but is not limited to, strands sometimes referred to as "anchor strands," "down guys," "guy strands," and "pole-to-pole guys."

Assigned - The term "assigned", when used with respect to conduit or duct space or pole attachment space, refers to any space in such conduit or duct or on such pole that is occupied by a telecommunications service provider or a municipal or other governmental authority. As mentioned in the previous section, space "assigned" to a telecommunications service provider must be physically occupied by the service provider, be it BellSouth or a new entrant, within twelve (12) months of the space being "assigned".

Available - The term "available", when used with respect to conduit or duct space or pole attachment space, refers to any usable space in such conduit or duct or on such pole not assigned to a specific provider at the applicable time.

Conduit Occupancy - The terms "conduit occupancy" and "occupancy" refer to the presence of wire, cable, optical conductors, or other facilities within any portion of BellSouth's conduit system.

Conduit System - The term "conduit system" refers to any combination of ducts, conduits, manholes, and handholes joined to form an integrated whole. In BellSouth's documents, the term refers to conduit systems owned or controlled by BellSouth.

Service Description (continued)

Definitions (continued)

Duct - The term "duct" refers to a single enclosed tube, pipe, or channel for enclosing and carrying cables, wires, and other facilities. The term "duct" includes "inner ducts" created by subdividing a duct into smaller channels.

Facilities - The terms "facility" and "facilities" refer to any property or equipment utilized in the provision of telecommunication services.

Inner-Duct - The term "inner-duct" refers to a pathway created by subdividing a duct into smaller channels.

Joint User - The term "joint user" refers to a utility which has entered into an agreement with BellSouth providing reciprocal rights of attachment of facilities owned by each party to the poles, ducts, conduits and rights-of-way owned by the other party.

Licensee - The term "licensee" refers to a person or entity which has entered or may enter into an agreement or arrangement with BellSouth permitting such person or entity to place its facilities in BellSouth's conduit system or attach its facilities to BellSouth's poles or anchors.

Lashing - The term "lashing" refers to the attachment of a licensee's sheath or inner-duct to a supporting strand.

License - The term "license" refers to any license issued pursuant to BellSouth's Agreement and may, if the context requires, refer to conduit occupancy or pole attachment licenses issued by BellSouth prior to the date of the Agreement.

Make-Ready Work - The term "make-ready work" refers to all work to be performed to prepare BellSouth's conduit systems, poles or anchors and related facilities for the requested occupancy or attachment of CLEC's facilities. "Make-Ready work" includes, but is not limited to, clearing obstructions (e.g., by "rodding" ducts to ensure clear passage), the rearrangement, transfer, replacement, and removal of existing facilities on a pole or in a conduit system where such work is required solely to accommodate CLEC's facilities and not to meet BellSouth's business needs or convenience. "Make-Ready work" may require "dig-ups" of existing facilities and may include the repair, enlargement or modification of BellSouth's facilities or the performance of other work required to make a pole, anchor, conduit or duct usable for the initial placement of CLEC's facilities.

Service Description (continued)

Definitions (continued)

Manhole - The term "manhole" refers to an enclosure, usually below ground level and entered through a hole on the surface covered with a cast iron or concrete manhole cover, which personnel may enter and use for the purpose of installing, operating, and maintaining facilities in a conduit.

Occupancy - The term "occupancy" shall refer to the physical presence of telecommunication facilities in a duct, on a pole, or within a Right of Way.

Pole - The term "pole" refers to both utility poles and anchors but only to those utility poles and anchors owned or controlled by BellSouth, and does not include utility poles or anchors with respect to which BellSouth has no legal authority to permit attachments by other persons or entities.

Preliminary Survey - The term "prelicense survey" refers to all work and activities performed to determine whether there is adequate capacity on a pole or in a conduit or conduit system (including manholes and handholes) to accommodate CLEC's facilities and to determine what make-ready work, if any, is required to prepare the pole, conduit or conduit system to accommodate CLEC's facilities.

Right of Way (ROW) - The term "right of way" refers to the right to use the land or other property of another party to place poles, conduits, cables, other structures and equipment, or to provide passage to access such structures and equipment. A Right of Way may run under, on, or above public or private property (including air space above public or private property) and may include the right to use discrete space in buildings, building complexes, or other locations.

Sheath - The term "sheath" refers to a single outer covering containing communications wires, fibers, or other communications media.

Spare Capacity - The term "spare capacity" refers to any pole attachment space, conduit, duct or inner-duct not currently assigned or subject to a pending application for attachment/occupancy. Spare capacity does not include an inner-duct (not to exceed one inner-duct per party) reserved by BellSouth, CLEC, or a third party for maintenance, repair, or emergency restoration.

Service Description (continued)**Service Requirements and Restrictions**

The following items provide general requirements and restrictions regarding access to and placement of facilities in or on poles, conduit, ducts and rights-of-way.

- Facilities shall be placed, constructed, maintained, repaired, and removed in accordance with current editions of the following publications:
 - ◆ The Blue Book Manual of Construction Procedures, Special Report SR-TAP-001421, published by Bell Communications Research, Inc. ("Bellcore"), and sometimes referred to as the "Blue Book";
 - ◆ The National Electrical Code (NEC); and
 - ◆ The National Electric Safety Code (NESC)
- CLEC's facilities placed in BellSouth's conduit system must meet the following physical design specifications:
 - ◆ Cables bound or wrapped with cloth or having any kind of fibrous coverings or impregnated with an adhesive material will not be permitted in BellSouth's conduit or ducts.
 - ◆ When a CLEC's cable facility utilizes an alternative duct or route that is shared in the same trench by any current-carrying facility of a power utility, dielectric cable is required to protect the integrity of BellSouth's conduit system and overall safety of BellSouth's personnel and other personnel working in BellSouth's conduit system.
 - ◆ CLEC's facilities placed in BellSouth's conduit system must not use the earth as the sole conductor for any part of CLEC's circuits. Facilities carrying more than 50 volts AC (rms) to ground or 135 volts DC to ground shall be enclosed in an effectively grounded sheath or shield.
 - ◆ Neither party shall circumvent the other party's corrosion mitigation measures. Each party's new facilities shall be compatible with the other party's facilities so as not to damage any facilities of the other party by corrosion or other chemical reaction.
- The CLEC is responsible for building permits or certificates from governmental authorities necessary to construct, operate, maintain and remove facilities on public or private property.

Service Description (continued)

Service Requirements and Restrictions (continued)

- New construction splices in CLEC's fiber optic and twisted pair cables must be located in manholes, pull boxes or handholes.
- CLEC's will be permitted to connect their conduit or duct only at the point of a BellSouth manhole. Attachment by entering or breaking into conduit between manholes will not be permitted. CLEC's must obtain written approval from BellSouth prior to modifications or core boring to BellSouth manhole(s).
- BellSouth will remove any retired cable from conduit systems to allow for the efficient use of conduit space within a reasonable period of time at the CLEC's expense. BellSouth permits CLEC's to arrange for such work directly with a BellSouth certified contractor provided authorization for such work has been obtained in advance from BellSouth.
- CLEC will establish procedures and practices to ensure compliance with Occupational Safety and Health Act (OSHA) and with Environmental Laws and Regulations.
- Facilities placed in BellSouth's conduit system must not be in violation of FCC regulations and must serve a lawful purpose.
- The execution of BellSouth's Pole, Conduit, and Right of Way Agreement with a CLEC shall not be construed as limiting or interfering with BellSouth's rights to manage its own facilities or with the CLEC's rights to manage its own facilities

Rates

The matrix below indicates the 1997 rates for attachment to or occupancy of BellSouth's poles, anchors (Kentucky only) and conduit. Rates are billed per year and will be adjusted annually. Attachments or occupancy for time periods less than one year will be pro-rated on the rendered bill.

State	Poles (ea. / yr.)	Anchors (ea. / yr.)	Conduit	
				(\$ / ft. / yr.)
Alabama	\$ 3.34	Not permitted		\$ 0.37
Kentucky				0.70
2-user	9.45	\$ 12.90		
3-user	5.35	8.60		
Louisiana	6.90	Not permitted	Dense	11.00
			Non-dense	5.29
Mississippi	4.94	Not permitted		2.50
Tennessee	4.57	Not permitted		6.00
Florida	4.10	Not permitted		.75
			Miami River crossing @ SE 3rd Ave	17.13
Georgia	4.20	Not permitted		.56
North Carolina	3.99	Not permitted		.52
South Carolina	3.29	Not permitted		.47

- i) For the purpose of determining the Duct feet chargeable, the Duct considered occupied shall be measured from the center to center of adjacent Manhole(s), or from the center of a Manhole to the end of a Duct not terminated in a Manhole.
- ii) The above rates are not applicable for crossings of any navigable waterway. Rates for navigable waterway crossings will be calculated on an individual case basis.

Installation Intervals

Standard installation intervals are currently under development. Until these intervals are generally available to all requesting parties, intervals will be negotiated on a per request basis. BellSouth will use its best efforts to meet customer requested dates.

Service Inquiry & Ordering Guidelines

Prior to applying for access to BellSouth poles, conduit, ducts or rights of way, a CLEC must negotiate an agreement specifying the terms and conditions for such access. Upon execution of the agreement, the CLEC must submit an inquiry to determine space availability or submit the appropriate Application for Occupancy License for each proposed facility route.

Service Inquiry

Inquiry requests must identify with reasonable specificity the geographic area, the types and quantities of desired facilities and the requested in-service date. Upon receipt of the inquiry, BellSouth will provide information regarding the types, quantity, location and availability of BellSouth poles, conduit and Right of Way for the geographic area specified in the inquiry. The CLEC may elect to be present at any field based survey of facilities identified in the inquiry request. CLEC employees may inspect and copy engineering records or drawings which pertain to facilities within the geographic area specified to BellSouth in the written request.

Licenses

To apply for a license, the CLEC must submit to BellSouth two signed copies of an Application and Conduit Occupancy License form or Application and Pole Attachment License form. BellSouth will process license applications in the order in which they are received; provided, however, that when CLEC has multiple applications on file with BellSouth, CLEC may designate its desired priority of completion of prelicense surveys and make-ready work with respect to all such applications.

Each application for a license must specify the proposed route of CLEC's facilities and identify the conduits and ducts or poles and pole facilities along the proposed route in which CLEC desires to place or attach its facilities, and describe the physical size, weight and jacket material of the cable which CLEC desires to place in each conduit or duct or the number and type of cables, apparatus enclosures and other facilities which CLEC desires to attach to each pole. The Applications must also be accompanied by an estimated construction schedule and construction details, requirements for which will be identified in the agreement between the parties, and an indication of whether CLEC will, at its option, perform its own make-ready work.

Negotiation Contact

For information regarding negotiations or for copies of Inquiry and License Application documents contact:

John Chaucer
3535 Colonnade Drive, North W3D2
Birmingham, Alabama 35243
(205) 977-2631

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II. Pre-Ordering Information - Introduction

This section provides information relating to services available to the CLEC to assist in placing orders for local service.